



VIXEN avixsys™

Avixsys is a service management solution designed specifically for contractors. Its industry-focused applications are the product of more than twenty years' experience working with leading contractors across the UK.

Flexible and integrated, Avixsys was conceived to streamline your business, improve your client service and strengthen your workforce operation. It delivers the benefits of modern technology to contractors of all sizes, providing installation, service or maintenance services, whether planned or reactive. The solution's scalability means that your company's current needs can dictate exactly what you implement today, safe in the knowledge that as your business grows, so can your service management solution.

The software's easy-to-use functionality belies its powerful application. Resource planning and workflow is served by a sophisticated back-office system, while integrated mobile data extends the solution advantages to your engineers in the field. Remote job sheet and time sheet completion; site and plant history access; electronic signatures and industry forms; on-site job details and stock notification; accurate ETAs and reduced communication costs can all be enjoyed.

Integration with financial applications new or existing can further automate internal processes and speed up invoicing. Real-time KPI reports will enhance your business analysis and help you provide a superior customer service, which can be extended to include client call-logging and interrogation via a secure internet connection.

Avixsys 'centralises' much of your project management and service management operations, maximising your business potential.

step-by-step

Below is a scenario illustrating one way in which a job may be progressed by Avixsys, highlighting the benefits you could enjoy at each stage:

phase 1: call handling

A call is logged remotely by the District Council (your client) via their secure internet access to your system. The reactive call appears on the system as 'unallocated'.

phase 2: job allocation

Using the GPS engineer mapping facility, the nearest skilled engineer is located and the job allocated to him on the system using 'drag and drop'. Automatically, the job details are dispatched to the engineer's PDA for acceptance, without the need for a telephone call.

phase 3: job acceptance

Receiving detail of the new job on his PDA and, realising that it is only eight miles away from his current job, the engineer decides he can fit it in before the end of the day. Before setting off, the engineer accesses site and plant detail to equip him fully before arrival.

phase 4: on-site

Using the last of some of his van stock, the engineer notifies the office of his need to restock via his PDA. Having completed the job, the customer is asked to sign the appropriate forms on the PDA, which are then electronically returned to the office, together with the site visit details, job and time sheets.

phase 5: post-job

Stock and site details are updated automatically and forms submitted for certification, as required. The company accounts, the client is invoiced immediately for the work completed and their response time met, avoiding any penalty.

phase 6: reports and analysis

Management staff use the Avixsys reports to analyse resource efficiency and compile the necessary KPI reports for your client.

- ▶▶ industry forms and signatures, for electronic submission and storage
- ▶▶ Engineer GPS tracking and mapping, for improved allocation and workflow
- ▶▶ Client web call-logging and interrogation, for better client service
- ▶▶ Advanced real-time reporting, for management control
- ▶▶ Accounts integration, for faster invoicing and better cash flow
- ▶▶ Integrated resource planning and work scheduling, for modernised operations
- ▶▶ 'Drag and Drop' job scheduling, for ease of use
- ▶▶ Mobile data integration, for advanced communication
- ▶▶ Client site, job and plant history, for at-your-fingertips information
- ▶▶ Remote completion of time sheets and job sheets, for reduced paperwork and travel
- ▶▶ On-site parts notification, for advanced stock control

For more information

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